



Commonwealth of Virginia

Administrative Procedures Manual

October 28, 2010



ADMINISTRATIVE PROCEDURES MANUAL

Manual will describe the overall program, system processes and how the program works. Included will be information on:

- Process for pickups, to include online procedures, security, reporting
 - Authorized User Procedures for Registration and Document Processing
 - SDDS and Device Registration
 - Authorized User Inspection and Acceptance Procedures
- Roles, Responsibilities
 - How to contact CRS for pickup
 - Who to contact at CRS for pickup
- Billing
 - Invoice Instructions
 - Pricing Schedules
- Handling
 - Equipment Processing
 - System Instructions



Communication and Marketing Plan:

CRS will utilize a 3-part method to assist in marketing their services to eligible Commonwealth state and local government entities:

1. Inside Sales Team – Our team of experienced sales professionals will contact each state and local government agency. This contact will include a phone and email contact to department heads, making them aware of the services available to them.
2. Outside Sales Team – We will deploy our outside sales reps into the field to visit each county. This will be handled as follow up after the initial call from our inside team.
3. Award Notification Letter – CRS will send a letter of notification to each state and local government entity to create awareness of the new contract

Collection and Validation:

All orders will be written based on pricing model established by Contractor and User. Contractor will create a Control Sheet for each order, listing material to be collected, inventory requirements and location of pickup. Control sheet will be generated from orders submitted by Contract User personnel and retrieved from online ordering system created by CRS.

Evaluation:

All material will be evaluated according to condition and age criteria and CRS will determine whether to destroy or reuse.

Data Removal:

All hard drives will be overwritten, degaussed or destroyed, based on Contractor determination. Please see attached Data Security information.



Certification:

- Certificate of Media Sanitization:
 - Using 'Attachment A' provided by Contract user, Contractor will document data removal including certifying that the data has been effectively removed.
- Certification Tag:
 - Using 'Attachment B' provided by Contract User, Contractor will certify data removal for material such as hard drive (s), firewalls, PDAs. For mobile media, attachment will be completed for each physically aggregated lot and attached to box or shrink-wrapped pallet.

Re-allocation:

N/A

Disposal and Recycling:

All material will be recycled in a manner fully compliant with all Federal and State regulations. At no time will whole material be land filled. Non-recyclable materials will be processed using best practices.

Security Requirements:

All security controls, standards, measures and other criteria meet all of the required Virginia Information Technologies Agency (VITA) policies, standards, and guidelines, particularly Information Security Standards (COV ITRM Standard SEC501-01, dated August 11, 2009 (Revision 5)) as described at <http://www.virginia.gov/library/default.aspx?id=537#securityPSGs>.

Contractor certifies and warrants that our Solution meets or exceeds the Commonwealth security policies, standards, and guidelines, or any other current version over the term of agreement or renewals.

Contractor confirms that Commonwealth is the owner of any and all data and information collected and stored, and this data and information will not be given, shared, sold or transferred to any third party.

1. Describe user administration functions of the required on-line registration system, how user authorization is validated i.e., how are new user logins 'approved', how users'/roles are created/maintained, the use of roles and groups in assigning application functions and data access rights to users.
 - a. Users must fill out the registration form. Logins are approved by the client service representative assigned to the Commonwealth's account. The user is created based on the information entered on the registration form. Users and groups rights will be assigned by request from the Commonwealth.
2. Describe how user identifications (IDs) are managed and the configuration alternatives for enforcing Commonwealth password policies. Note: VITA requires applications to enforce strong passwords, of a minimum length, and to enforce regular password changes. Does the Solution include reports, etc., which can be used to verify user access rights (i.e., annual sign-off by the user's manager)?
 - a. User IDs are managed through Hosted Control Panel with Kerberos password restrictions of 8 characters one capital letter one number and one special character. They expire every 30 days. This policy can mimic the Commonwealth's password policy. A report of Users and permission is available on request.
3. Describe how data is secured. Include in your description the techniques used to prevent authorized users from accessing data.
 - a. Server is protected by a Cisco PIX firewall and the file system is secured with Kerberos Network Authentication Protocol and SQL security.
4. Describe how the Solution protects sensitive data. The Commonwealth requires all sensitive data (Federal Tax 10 numbers, Social Security Numbers, Credit Card numbers, etc) to be encrypted when stored in any database. Passwords must be stored as one-way hashes, or as stated in any then-current VITA standards, policies, and guidelines.
 - a. Kerberos Network Authentication Protocol and SQL security. SQL database can be encrypted.
5. Are there any "as delivered" user IDs and passwords in the Solution (Please list them and describe their use)? If any exist, can the Commonwealth restrict the use of these user-ids (i.e., by the Commonwealth changing the passwords or the role for the user id)?
 - a. Yes, Granular user rights may be assigned.

6. Can security and operational administrative rights be segregated? Can individual data fields be secured on role and/or user level?
 - a. Kerberos Network Authentication Protocol and SQL security.
7. Describe how the data is stored in the database. Will the data be stored in a shared database or will it use a dedicated database which will contain only our data? If Commonwealth data will reside in a shared database, describe the controls that will be used to secure our data from unauthorized access.
 - a. Stored in a dedicated SQL database.
8. Will you be able to provide a copy of the database should the Commonwealth require it?
 - a. Yes, CRS can provide a copy of the database if requested.
9. Can a user's access rights be suspended if a user fails to identify correctly after a configurable set/number of attempts in any single session?
 - a. Yes, a user's access rights can be suspended if a user fails to identify correctly after a configurable set/number of attempts in any single session.
10. Is user activity logging available (i.e.: are data/record audit trails maintained)?
 - a. Not currently however, this can be accomplished in the near future.
11. What facility is available for producing reports from the above logging files?
 - a. Not applicable at this time.

Contractor's Personnel:

Daily Contact:

Regina Leverett

813-621-2319-phone

727-643-3704-cell/emergency

rlleverett@crserecycling.com

Administrative Contact:

Jim Kristof

813-621-2319-phone

727-643-3704-cell/emergency

jkristof@crserecycling.com



Service Hours and Holiday Schedule:

CRS recognized holidays are as follows:

New Year's Day	January 1 st
Independence Day	July 4 th
Thanksgiving Day	Observed the 4 th Thursday in November and the Friday after
Christmas Day	December 25 th

Locations:

All locations submitted by Contract Holder will be handled in accordance with contract terms by CRS.

Invoice Instructions:

Invoices for ordered pickups will be submitted by the Contractor directly to the payment address shown on the purchase order/contract. All invoices will show the state contract number and/or purchase order number and federal employer identification number. Invoices will be received by Contract user within 45-60 days of scheduled pickup dates.

Pricing Schedule:

See Pricing Schedule.

Equipment Processing:

See attached Work Flow Chart.



System Instructions:

Authorized User Procedures for Registration and Document Processing

All users will access the registration portal at:

www.crserecycling.com/commonwealth

- State Agency Registration - All state agencies have pre-approval to use Contract
 - State Agencies will register using link provided “ State Agency Registration”
 - Once access to site is gained, registrar will complete “Customer Form” and “Inventory Form” (see Document A and B)
 - Forms will forward to CRS and VA State Contract Administrator
 - Once added to the REGISTERED USERS list, registrar will be contacted by CRS to schedule pickup
- Non State Agency Registration
 - Non state agencies will register using link provided “ Non State Agency Registration”
 - Once access to site is gained, registrar will complete “Customer Form”
 - Forms will forward to CRS and VA State Contract Administrator(s)
 - VA State Contract Administrator(s) will review for approval and addition to REGISTERED USERS list
 - Once added to the REGISTERED USERS list, registrar will be contacted by CRS to schedule pickup
- Registered Users
 - For all subsequent pickups, users will access REGISTERED USERS link to submit inventory information for pickup
 - Users will be contacted by CRS to schedule pickup



DOCUMENT A – Customer Form (Same for state agencies and non-state agencies, difference is that non-state agencies will be emailed to Linda Arrington to be added to the contract prior to starting with them)

Company Name:		Billing Information
Primary Contact, Title & Dept.	Alternate Contact, Title & Dept.	Billing Contact, Title & Dept.
Phone:	Phone:	Business Phone:
Cell:	Cell:	Business Email:
Email:	Email:	-
Pick-up Address:	Pick-up Contact:	Billing/Mailing Address:
	Phone: Cell: Email:	
Palletized/SW/Gaylords?	Hours Operation for P/U location:	Special Req's for pickup/location:
Dock?		
Forklift/Pallet Jack avail?		
Material location/floor/stairs?		
Elevator Available?		Proof of Insurance Req'd?
All material in same location?	Approx. Pallet Count:	Anyone to assist with loading?

DOCUMENT B – Pricing Schedule

Pricing Schedule:

Item #	Item Description	Price Per Item	Price Per Pound
1.	Computer, Desktop (no peripherals)	-\$6.00	N/A
2.	Computer, Desktop (no hard drive)	-\$3.00	N/A
3.	Computer, Laptop	-\$15.00	N/A
4.	Computer, Mainframe	-\$5.00	N/A
5.	CPU System (includes keyboard, mouse, and power cord)	-\$6.00	N/A
6.	Drives and Memory for Sanitization	\$0	\$0
7.	Facsimile	\$0	\$0
8.	LAN/WAN Components	\$0	\$0
9.	Media, Magnetic or Optical	\$0	N/A
10.	Misc. Components and Small Electronics Includes: Adapters, Batteries, Chargers, Hubs, Keyboards, Miscellaneous Cables, Mice, Switches, Uninterruptable Power Supply (UPS)	N/A	\$0.15
11.	Monitors/Terminals (excluding televisions)	\$0	\$0
12.	Monitors, LCD (Unbroken)	-\$5.00	N/A
13.	On-site Hard Drive Destruction	\$5.00	N/A
14.	PDA	-\$1.00	N/A
15.	Phones, Cell	-\$0.50	\$0
16.	Photocopier	\$0	\$0
17.	Printer, with or without Storage (Includes: Black, Color, or Plotter)	\$0	\$0
18.	Router	-\$1.00	N/A
19.	Server	-\$5.00	N/A
20.	Television, Console and Tabletop	\$7.50	\$0.15
21.	Uninterrupted Power Supply (UPS)	\$0	\$0

Document C – Inventory Form Sample

Asset Tag	Item	Make	Model	Serial Number	Data Containing (Y/N)	Wiped or Destroyed	Technician initials	Weight
12345	MONITOR	NEC	AS50	123456789	N	N/A	JK	34
54321	DESKTOP	IBM	M42	987654321	Y	Y	JK	26
N/A	MISC PERIPHERALS	N/A	N/A	N/A	N	N/A	JK	5



ADMINISTRATION CONTROL PROCEDURE (ORDER INPUT) -All activities involved with the managing of incoming orders, including screening for significant aspects.

All incoming pick-up orders received by phone, e-mail or fax are screened before they are processed to determine if they contain a significant aspect (mercury containing devices, batteries, lead containing devices). CRS does not accept smoke detectors. CRS does not accept batteries or mercury containing devices, unless a small quantity is authorized by the General Manager or the Environmental Management Representative (EMR) who evaluates the quantity to ensure it does not exceed the limits of what the company is legally able to transport. Since failure to follow the proper procedures could result in an environmental release, it is considered a condition of employment to follow all Significant Aspect Procedures established by this company. Examples of mercury containing devices:

- LCD monitors
- Fluorescent light bulbs
- HID bulbs
- Thermostats
- Boat switches
- Thermometers
- Examples of batteries:
 - Lithium Ion
 - Metal Hydroxide
 - Nickel Cadmium
 - Alkaline, Carbon
 - Vacuum Tubes

The order is screened, and if it does not contain any significant aspects, the details of the order are recorded and entered into the database system. The order is then passed to the Logistics Department where arrangements are made to assign and schedule drivers for pickup.

The following are the 5 types of customer pick-ups:

1. Private Company
2. Municipality
3. State Agency
4. Federal Agency
5. Non-profit

PICK-UP PROCEDURE & TRUCK DRIVERS -All activities involved with the picking up of an order and then transporting it back to the warehouse for processing.

CRS can respond to a request for pick-up within 24 -48 hours and a pick-up within 3 -5 days of request. We can provide all materials for packaging such as pallets, Gaylord boxes, and shrink-wrap as needed by the customer for proper packaging and shipment of all end-of-life electronics. We request that materials be sorted, palletized, and shrink-wrapped according to like items per pallet (i.e. Monitors on one pallet, televisions on another pallet). Smaller items can be placed into Gaylord boxes provided by CRS. As part of our services we will provide a demonstration on our first pick-up to show personnel our packaging and loading requirements per CRS safety standards.



CRS truck drivers prepare each morning for the daily pick-ups by reviewing the *Pick-Up Schedule* sheets with the Logistics Manager, and collecting the necessary paperwork, maps and directions.

All drivers follow strict company standards, which include:

- A professional appearance at all times (CRS shirt and pants).
- A clean truck inside and outside, checking tires, water and oil.
- Report any problems immediately to the Logistics Manager or General Manager.

Each driver's personal protective equipment includes:

- Back belt
- Work gloves
- Work boots

Each driver is responsible for the following required materials for the truck:

- Back belt, work gloves, safety glasses, work boots
- First aid kit
- Break down safety equipment: flares, reflectors, flashers and fire extinguisher
- Gas card
- Pallets, pallet jack and Gaylords
- Shrink wrap and tape
- Platform scale of 3,000 lb. capacity with electronic reader head (if requested)

Drivers load their trucks with necessary packing supplies and lifting aids that are needed for the day. Assigned trucks leave the CRS warehouse and travel to scheduled pick-up destinations.

- Before Arrival -The driver calls the customer 20-30 minutes before arrival to remind them of the pick-up and to confirm the specific pick-up location.
- Upon Arrival -The driver assesses the order size as:
- Order Size Acceptable -The size and/or quantity of the actual order is similar to the original order on the *Pick-up Schedule* sheet.
- Order Size Unacceptable -The size of the actual order varies significantly from the original order. The driver calls the Logistics Manager, who reassesses the order with the customer and reschedules if necessary.
- Loading -The driver completes the necessary paperwork then begins loading. The driver disassembles any components, where required, packs the items into Gaylord boxes or on pallets, and loads the collected equipment onto the truck.
- Return -The driver returns to the warehouse after scheduled pick-ups are complete. The contents of the pick-up are **sealed and locked securely** in the truck until it can be unloaded.



RECEIVING PROCEDURE -All activities involved with the unloading of material from the trucks into the warehouse.

- The driver verifies with the Logistics or the Operations Manager that the secured CRS warehouse is ready to receive the order: warehouse area is clean and safety equipment is used.
- The paperwork for the order is transferred to Logistics.
- The driver backs the truck up to the open warehouse dock.
- The Gaylord boxes and items on pallets are unloaded from truck with the use of a forklift. Any small loose items are lifted by hand into the warehouse.
- The packing supplies are removed and items separated.

TRIAGE PROCEDURE -All activities involved with organizing the flow of incoming material, then diverting it to the proper procedure.

Incoming Material:

- **Private Company** – items are coded either green (do not require tracking) or red (requires further tracking).
- **State Agency** – all items are coded red and require tracking.
- **Federal Agency** -all items are coded red and require tracking.
- **Municipality** -all items are coded green and do not require tracking. Items other than TV's are taken to demanufacturing or sorted into Gaylord boxes.

SCREENING PROCESS

Gaylord boxes and items on pallets are moved from Receiving with the use of a forklift. Any small loose items are lifted by hand.

- **Mercury Containing Devices Procedure** – No mercury containing devices are permitted in the processing machine, as it could result in an environmental release. When an item is found, it is separated and taken to a designated storage area.
- **Batteries Procedure** – No batteries are permitted in the processing machine, as it could result in an environmental release. When an item is found, it is separated and taken to the designated storage area.

TRACKING PROCESS

- **Tracking (coded red) or Evaluation Order** – The information needed for the *Pick-up Schedule* sheet is recorded. *Inventory Form* is then created that summarizes this information.
 - **No Tracking (coded green)** – Items continue to the demanufacturing process. Quality Assessment:
 - **High Quality or CPU** -If items are considered "High Quality" or the item is a CPU, the items are sent to the Reusable Products procedure.
 - **Low Quality and other Items** -If items are not considered "High Quality" or the item is not a CPU or monitor, the items are sent to Demanufacturing or sorted into Gaylord boxes.
- Monitors:
- These units are lifted onto a pallet and stacked 3 wide, 3 long, 3 high (27 total)
 - A recycled cardboard sheet is used to separated each row of monitors
 - To secure the monitors in place, plastic wrap is wrapped around the outside of the load.



- The pallet is then taken by forklift to the Loading area.

The remaining items in Triage with reusable components are moved to Demanufacturing. Items that do not contain reusable components are sent to the Baler Procedure.

Order Completion: Once the order is completed, the *Pick-up Schedule* and *Inventory Form* are sent to:

- **Private Company** -paperwork is sent to the Accounting Assistant
- **State Agency** -paperwork is sent to the State Account Representative
- **Federal Agency** -paperwork is sent to the GSA Account Representative

DEMANUFACTURING PROCEDURE -*All activities involved with disassembly of electronic devices. This includes the sub processes of Circuit Boards and Data Security.*

Central Processing Units (CPU): These units are disassembled and the components sorted for recycling.

- The asset tags and owner identification tags are removed.
- If tracking information is needed, it is recorded at this time.
- • The circuit boards are removed along with the hard drives (see process below) Once the components of the CPU are removed, the housings are stacked on a pallet and are ready for the Loading Procedure.
- Other Items: The following is the procedure for an item other than a CPU that requires demanufacturing:
 - The asset tags and owner identification tags are removed.
 - If tracking information is needed, it is recorded at this time.
 - The circuit boards are removed (see process below)

Once the components are removed, the remaining materials are sorted into a Gaylord box, or sent to the Baler process.



CIRCUIT BOARDS PROCEDURE -All activities involved with the sorting and processing of the circuit boards.

Circuit Board Process:

- Devices with circuit boards are transported in Gaylord boxes by forklift to the Circuit Board station.
- The boards are then separated by quality and condition.
- If a mercury component is found on the board, this is carefully removed with

pliers and placed in a container. It is then taken to the Designated Storage Area. Old Circuit Boards:

- The older boards are sorted into a Gaylord box.
- Newer Circuit Boards:
If there are reusable components on the board, these are carefully removed and sorted into boxes.
- Any reusable metals on the boards are recovered and collected.
- The boards are then placed in a Gaylord box or sent to the Baler for processing.

Weighing:

- The circuit board Gaylords are taken by forklift to the scale to weigh its contents.
- The weight is recorded on an Inventory Sheet, which is given to the Operations Manager.
- The Gaylord is then moved to the Staging area where it is ready for shipment.

AUTOMATED PROCESSING MACHINE PROCEDURE -All activities involved with the safe operation of the E-Vantage Separator System.

Preparation Process: Product Screening –

Unacceptable Items:

- Mercury containing devices
- Batteries Product Screening

Acceptable Items (not limited to):

- Televisions (CRT)
- Monitors
- CPU's (remove battery)
- Copying/ Imaging Devices
- Circuit Boards
- Computer peripherals
- Plastic
- Ferrous Metals
- Non Ferrous Metals
- Precious Metals

The material to be processed is then moved by forklift over to the staging area. Loose plastic items and other acceptable miscellaneous devices are loaded into the hoppers.

Wire – any wire or cables with the item needs to be removed, as it cannot go through the shredder. These items are placed into a Gaylord box.

Start-up Procedure: The *Daily Operations Checklist* is followed where each major component of the system is started separately to ensure they are operating correctly.

Normal Operation:

1. Loading -The main conveyor is continually loaded with electronic devices at the Collector Bin. Employees have been trained to only load the machine with acceptable devices.
- **Hoppers** – these units are dumped onto the Collector Bin that feeds the units onto the conveyor belt.
2. Shredder -All material is monitored by video surveillance to ensure it is transfers from the main conveyor onto the shredder, and that it passes through the shredder properly.
 - The loading process can be slowed down to allow for continual processing.
3. Sorting Station 1 (conveyor) – the material that passes through the shredder is monitored at the sorting station. Material that is not desired is removed and placed in a Gaylord box.
 - When these Gaylord boxes are filled, they are taken by forklift to the Staging Area.
4. Station 2 (Ferrous) – Gaylord boxes are monitored at this stage to ensure they do not overfill.
 - Once the first Gaylord nears maximum capacity, the material is diverted to the second box beside it by swinging the metal arm on the chute.
 - Gaylord boxes that are filled are taken by forklift to the staging area.
5. Station 3 (Non Ferrous) – Gaylord boxes are monitored at this stage to ensure they do not overfill.
 - Once the first box nears maximum capacity, the material is diverted to the second box beside it by swinging the metal arm on the chute.
 - Gaylord boxes that are filled are taken by forklift to the staging area



- Once the first box nears maximum capacity, the material is diverted to the second box beside it by swinging the metal arm on the chute.
 - Gaylord boxes that are filled are taken by forklift to the staging area
- Shutdown Procedure: It is critical to the safe operation of the machine, and its long run reliability to complete the Shutdown Procedure after each use.
- To ensure no pieces of material remain in the machine, it is run for a set amount of time to clear the components.
 - The components are then visually inspected, especially the Eddy Current, which is easily damaged by leftover material.
 - Any problem with a component of the machine is immediately communicated to the General Manager.
 - Once the power to the machine is shutdown, the entire area is swept for safety.
 - If any routine maintenance is needed, such the grease points, it is performed at this time.

Maintenance:

- At preset intervals, regular maintenance is conducted on the various components of the automated machine to ensure it is properly maintained.

REUSABLE PRODUCTS PROCEDURE -All activities involved with identifying devices that are reusable, then sending these units to be recycled.

Separation:

- During the Triage process of separating the incoming material, reusable products are identified.
- This would include devices that are in excellent condition and in good working order.
- Devices that are more than 3 or 4 years old are generally excluded due to the short life cycle of electronics.

Packing and Transportation:

- Reusable units are stacked on a pallet and shrink-wrapped, or placed into a Gaylord box.
- The details of these reusable units are recorded on the Transfer Form.
- The pallets and Gaylords are then moved by forklift to the Staging Area.
- When a shipment is scheduled, the Gaylords and/or pallets are loaded into the truck by forklift.
- The driver takes a copy of the paperwork and delivers the material to the buyer.

TELEVISION DEMANUFACTURING PROCEDURE -All activities involved with the transporting and processing of television units.

Transportation:



- CRS truck picks up a load of televisions and transports them back to the warehouse. Unloading & Separation:
 - The truck backs into the warehouse and unloads the televisions.
 - The Television Manager takes a physical Count of the number of units, and records this information on the Inventory Sheet, which is given to the General Manager at the end of the day.
 - If there are any electronic devices other than televisions, they are sorted into a Gaylord box and taken by forklift to the Triage area.

Television Process:

- Lead containing devices – lead is an inert substance contained in the CRT glass of the television tubes, which has special handling instructions.
- Wood Housing
 - Televisions with a wood housing are demanufactured by hand separating the CRT tube from the housing. The wood housings are placed into a metal container, and then taken by forklift to the staging area.
 - Tube is placed into a Gaylord box, and then taken by forklift to the Processing Machine.
- Plastic Housing
 - Televisions with a plastic housing are placed into a Gaylord box, and then taken by forklift to the Processing Machine.

BALER PROCEDURE -All activities involved with the processing material into transportable cubes.

Preparation:

- The item to be processed is taken to the Baler area by forklift in Gaylord boxes. If needed, individual items are carried by hand.
- Toner and Ink containing devices – all printers and fax machine devices that potentially contain a Toner and Ink device are inspected. If a cartridge is found, it is removed and placed into a container. These units are then recycled.
- Recycled cardboard boxes placed around the inside perimeter of the baler to support the material.
- Metal fasteners are also placed around the bale to hold the material during transportation.

Baler Process:

- Material is loaded into the Baler with a shovel or by hand.
- The Baler is activated and the material is compressed, more material is then added.
- This process is repeated until the desired size of the Bale is reached.
- The Baler is then opened and the metal fasteners are tightened.
- The forklift is then used to remove the Bale from the machine and it is taken to the Staging Area.



EXPORT CONTROL PROCEDURE -All activities involved with the management of export material.

After the electronic equipment has been processed through the facility, the material proceeds through the Export Control Process.

End Market Verification:

Before a vendor is approved to receive a shipment from the facility, it has been evaluated to ensure its operations are consistent with the Environmental Policy of CRS. This is achieved by the following:

- **Certification** – if a company has achieved a recognized environmental certification, such as the ISO 14001, then this is considered sufficient evidence the company's operations are well monitored.
- **No Certification** – if a company does not have a recognized environmental certification, then a member of CRS management or a representative performs a site visit to evaluate the processes of the company's operations. Only those companies that exhibit a commitment to the environment will be approved. Upper management makes the final decision and it is communicated to the General Manager.

Logistics:

- When a load of recycled material is ready for shipment, the Logistics Department contacts a vendor that has been approved by the General Manager.
- The transport container is delivered and the shipping process commences.

SHIPPING PROCEDURE -All activities involved with the loading of material onto the transportation vehicle or container.

Preparation:

- The Logistics Manager notifies the Warehouse Manager that a transport container will be delivered to the facility.
- The material to be loaded is then organized and the paperwork completed.
- Gaylords or Bales are taken by forklift to the scale to weigh the contents. The weight is recorded on the export sheet that is given to the Warehouse Manager when the load is complete.

Loading Process:

- When the container arrives, the Warehouse Manager signs the paperwork then directs the driver where to park the trailer. The trailer doors are opened and the material is loaded into the container using forklifts.
- **Maximum Weight** – the Maximum amount of weight that can be loaded into the trailer is 40,000 pounds, as a result, the glass load is single-stacked.
- All other loads of material are double-stacked to transport as much as possible.
- **Paperwork** -as the material is being loaded, the quantity is being recorded on the Inventory Sheet.
- When the loading is complete, digital pictures are taken of the contents and the container number.
- The paperwork is then given to the Logistics Department and a copy is given to the Driver.
- The Driver hooks the trailer to the truck and then transports the trailer to the recycling end user.

Creative Recycling Systems













